United Nations ST/IC/1999/61

Secretariat

9 August 1999

Information circular*

To: Members of the staff at Headquarters

From: The Assistant Secretary-General for Central Support Services

Subject: **Migration to Lotus Domino/Notes Mail**

1. The purpose of the present information circular is to confirm that the e-mail system currently used at Headquarters, cc:Mail, will be replaced with Lotus Domino/Notes Mail and to provide staff members with the migration and training schedule.

2. The decision to migrate to Lotus Mail was taken because the current system is not year 2000-compliant, nor is it adequate for the large number of United Nations users (5,500 at Headquarters and 25,000 worldwide). Lotus Domino/Notes Mail is year 2000-compliant and also offers features in addition to the common e-mail functions, namely, a calendar and scheduling, which can be shared among several users. In addition, it supports other languages, including French and Spanish, and will provide a robust infrastructure for future applications, such as form processing and workflow. Furthermore, several offices have already been using Lotus Domino/Notes Mail satisfactorily for several years. A pilot migration from cc:Mail to Lotus Notes Mail has been successfully completed for 209 users.

3. The migration process will start on 20 August 1999 and will continue until 10 December 1999. Staff members will be informed of the dates of the migration process for their particular post offices by cc:Mail. Post office migrations will start on Fridays at 2 p.m., except during the General Assembly, when they will start at 4 p.m. Post offices scheduled for migration will be shut down until the following Monday morning, thus no e-mail will be available for users of these post offices during this time. Any incoming messages for users whose e-mail is undergoing the migration process will be stored in the cc:Mail hub server and will be forwarded to them after the completion of that process.

4. Staff members are advised to use alternative means of communication if they expect to send or receive any urgent messages and to notify correspondents of the scheduled migration. Focal points will be advised of possible strategies to handle such situations and offices away from Headquarters will be notified of the specific periods of down time.

5. All messages, folders, except for trash folders, archived mail messages, private mailing lists and Internet address books will be migrated to the Lotus Domino/Notes Mail system during the migration process.

* Expiration date of the present information circular: 31 December 2000.

99-23136 (E) 160899

6. Once installed, Lotus Notes Mail can be launched from Windows 95 or 98 by selecting "Start", "Programs", "UN Applications", or "Lotus Notes", or from the Windows desktop by clicking on the icon corresponding to Lotus Notes or the icon "UN Applications" and then selecting Lotus Notes.

7. The new e-mail system is similar in operation to commercial systems available through the Internet. It is therefore expected that staff members, who regularly use e-mail through the Internet, will be able to adjust very rapidly to the basic and most commonly used functions. However, as with any new software tool, a certain effort will be required on the part of staff members to adjust to the new e-mail system.

8. To help users with the transition to the new system, and on the basis of current practice in information technology training, the Information Technology Services Division has set up three types of training:

(a) Lotus Notes Tutorial;

(b) Demonstration of the main features of the new system;

(c) Hands-on training for focal points.

9. The Lotus Notes Tutorial will be distributed in advance through the Central Management System (CMS) to all personal computers connected to CMS so that users may familiarize themselves with the way in which Notes Mail operates. The Lotus Notes Tutorial provides examples of how to accomplish the most common e-mail tasks and will remain installed on all personal computers to be used for reference during the transition period. It is highly recommended that staff members review the functions explained in the Lotus Notes Tutorial before attending the demonstration and before the migration takes place.

10. The demonstration will be conducted twice a day, at 10.30 a.m. and 2.30 p.m., in the Dag Hammarskjöld Library on the Thursday prior to each scheduled migration and will last about two hours. Staff members who miss their demonstration for official reasons may attend any other demonstration. The demonstration date and place will be confirmed through a cc:Mail message. Staff members will be given a demonstration and explanation of what they will see on their screens when they first log on after the migration. They will also be shown how to execute basic e-mail functions using the Notes Mail client and will be able to ask questions about the new system.

11. The hands-on training, which consists of a half-day course, is intended for the LAN administrators and focal points who will provide assistance to the users in their respective offices during the migration. This course will be given once a week in the Dag Hammarskjöld Library training room.

12. Along with the Lotus Notes Tutorial mentioned above, additional programmes necessary for the Notes Mail installation will be distributed through CMS on all personal computers prior to the migration process. The first time staff members log onto the Lotus Domino/Notes Mail, an upgrade programme will automatically convert their private mailing lists and Internet address books into the Notes private address book format, as well as converting the local archives into a Notes format.

13. Since all the necessary components for the migration will be distributed by CMS, it is essential that all personal computers are configured and connected to receive CMS. The Information Technology Services Division will coordinate this process with LAN administrators and focal points in the respective offices prior to the scheduled e-mail migration.

14. It should be noted that Internet addresses will not change as a result of the migration. Furthermore, a facility that will allow remote access to internal electronic mail (via the Internet) will be installed as part of the migration.

15. Any problems concerning the migration should be reported to the Help Desk at extension 3-3157. The migration support team will be present before 9 a.m. on the Monday following each migration to assist staff members with any problems. About one week later, the migration team will hold a meeting with the staff members of the post offices that have undergone the process to address any concerns and answer any questions they may have.